ACTION : CENTER
advising • career • transfer

**Advising, Career Counseling, and
Transfer Initiatives**

WELCOME

The Action (Advising/Career/Transfer) Center works closely with many departments in the college to offer services to students.

The following offices/departments are integral for student success:

- New Martinsville Action Center Counselor
- Meta-Advisors
- Faculty Advisors
- Staff Advisors
- Academic Affairs Office
- Alumni Office
- Student Engagement Office
- Financial Aid Office
- Records/Registrar's Office,
- The Academic Resource Center
- Economic and Work Force Development Office

Projects, initiatives, and services are planned with the Action Center to deliver programming, policies, and services that assist students.

INDEX

ACTION CENTER

Our Team

At WVNCC, we have chosen a "team approach" to advising. This means that our faculty and staff advisors work in tandem to provide a comprehensive advising/registration experience for our students. Ideally, student will meet with faculty to discuss specific information about recommended course and sequencing as well as career path information and planning. The staff advisors are readily available to assist with any part of the registration process, including troubleshooting any error messages students may encounter during registration. Additionally, the staff advisors help with course selection, checking pre-requisites, course sequencing when faculty advisors are not on contract (e.g. winter/holiday break and during summer months). Together, this provides a cohesive and cooperative experience where students have full access to all the information and resources needed.

Meta-Advisors

The faculty meta-advisors work during the summer months and winter break to assist with advising and registration when the 9-month faculty are not on contract. They connect with students via the advising email, text, phone calls, Zoom, and on-campus meetings. The meta-advisors connect with students who need help with the process of enrollment. They connect with the students after they have been admitted to the college.

Staff Advisors

Staff advisors work as part of the Action Center to assist students across all campuses. Staff advisors provide advising, career counseling, and registration assistance to WVNCC students. They work with students to create degree paths, utilizing Northern Navigator and the appropriate college catalog. Staff advisors also mentor student, connecting through Zoom Meetings, phone calls, texts, emails (Advising@wvncc.edu) and in-person meetings. Advisors may also work with the SGA and CAB to keep students active and involved on the campuses. They make connections with the high schools and help students determine their career path through WVNCC programs and degrees. They inform students of Action Center activities and events, such as Transfer Tuesdays.

PREPARING TO ADVISE
FIRST THINGS TO CHECK

01

Student Name and ID Number

NOW, Navigator or SPAIDEN in Banner

02

Confirm Program of Study

Student Information in NOW, Navigator, or SGASTDN in Banner

03

Holds on Account?

SOAHOLD in Banner, Navigator. **May be a future-dated hold.**

04

Advising conversation

"Thinking about enrolling part-time or full-time?"
Often, students need or appreciate some explanation about what "part-time" and "full-time" mean, as well as clarification about the overall time commitment (**for every credit hour a student is enrolled, plan 2-3 hours of additional study time**).

HOW MANY CREDITS?

Full-time or part-time?

A student enrolled in 12 credit hours should plan 12 hours of "class time" (online or in-person) and an additional 24-36 hours of time for homework/study/tutoring etc. Therefore, the overall time commitment is approximately 36-48 hours per week – **the equivalent of a full-time job**, even though it doesn't look like that much time investment when looking at the "week at a glance" schedule.

Full-Time
minimum of 12 credit hours

Part-Time
fewer than 12 credit hours
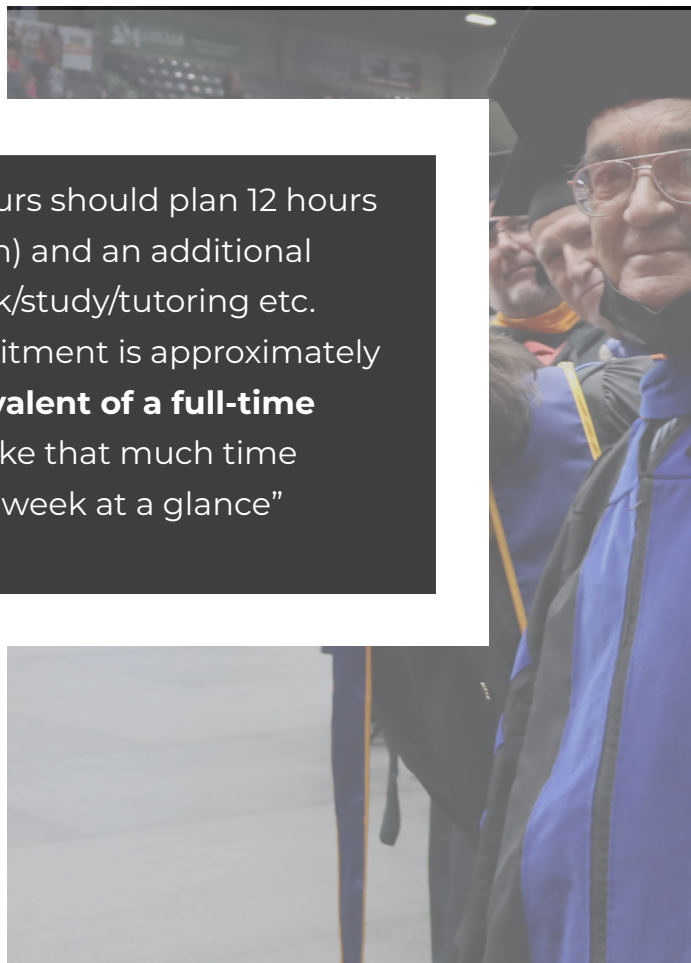
This conversation leads to discussing additional outside time commitments – work hours, other family responsibilities etc. It's important to identify blocks of time that are committed (i.e. cannot be on campus before 9:00am, must leave by 4:00pm on certain days etc.) This can be useful when using Register to build schedules.

BANNER NOTES & TIPS

Most screens require you to enter the student's ID number and often the code for the correct term. **Term codes start with the year, followed by 02 for Fall, 03 for Spring and 04 for Summer.**

BANNER CODE FORMAT

23/24 ACADEMIC YEAR
Fall - 202302
Spring - 202303
Summer - 202304

23/25 ACADEMIC YEAR
Fall - **202402**
Spring - **202403**
Summer - **202404**

When you're ready to switch from one Banner screen to another, click the 'X' in the upper left corner. When you're ready to switch from one student to another (but want to see the same screen/information), click "Start Over" on the right-hand side.

BANNER TERMS
GLOSSARY

PROGRAMS OF STUDY

SPAIDEN: General Personal Identification

Personal Info, Name, Address/Phone, Email/alternate Email. Can search for student using name only. You must click on the three dots in the ID block to search by name (see below):
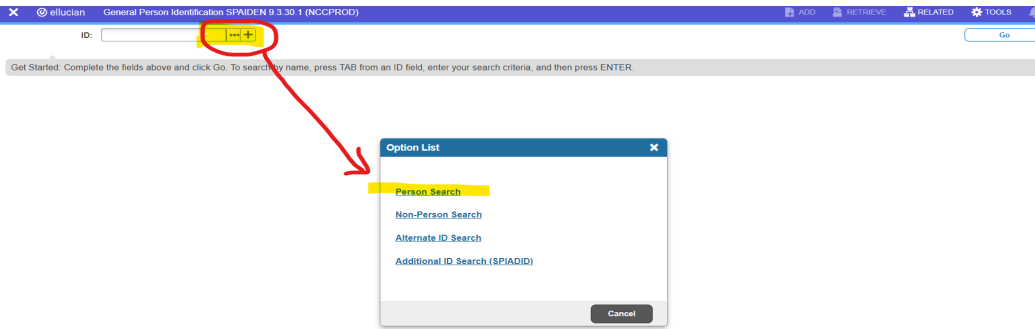
SGASTDN: General Student

Current major as well as previous majors. You may see a box pop up on the right-hand side that says "You are running with a query only role. Some functions may not be allowed." Just disregard, enter the student ID number and proceed. NOTE – you do not need to enter a term; best to leave this blank. Just click "Go" after entering the ID number.
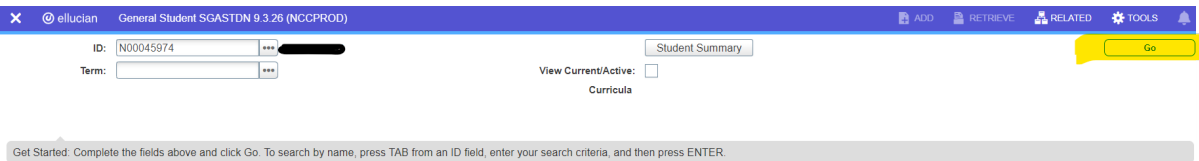
SGASTDN Useful information (see screenshot below): You can see this student was admitted for Summer 2024 and is an active student. The major is listed as Human Services Early Childhood Care & Education. In the red circled area, "1 of 1" indicates this student has not declared any other majors. If this student had previous majors, you'd see "1 of 3" for example, if there were three total majors.

At the bottom, you can see the date the application was processed and user name of the staff person who processed it.
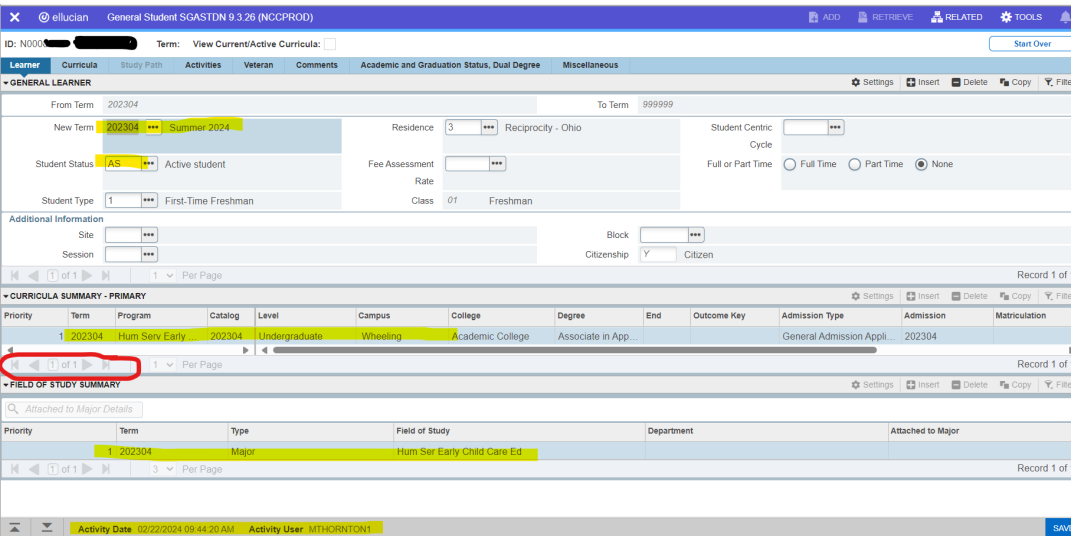
SOAHOLD: Hold Information

If a student has a "hold" on their account, you'll see it on this screen. You can see the type of hold and determine if it is an active hold or if it has been resolved by checking the dates. In the screenshot below, the student had two previous holds, but they are not active because there is a past date posted. This indicates the date the hold was resolved/cleared.

Hold Sequence	Hold Type *	Hold Type Description	Reason	Release Indicator	Amount	From *	To *	Origination Code	Origination Code Description	Created User
119884	FH	Financial Hold	202203	☐	1,217.00	04/06/2023	03/11/2024			KHYDE
115261	HS	Final High School Transcript	Weir Senior HS	☐		10/01/2021	01/13/2022			RFERRISE

In the screenshot below, there is an active hold for a final transcript from Kent State. You can tell the hold is active because it began 03/08/24 (past date) and the end date is future-date (2099).

Hold Sequence	Hold Type *	Hold Type Description	Reason	Release Indicator	Amount	From *	To *	Origination Code	Origination Code Description	Created User
123328	FT	Final College Transcript	Kent State	☐		03/08/2024	12/31/2099			MTHORNTON1
123147	FT	Final College Transcript	Bradford School	☐		02/19/2024	03/11/2024			MTHORNTON1
100814	FH	Financial Hold	201602	☐	710.78	11/07/2016	11/07/2016			RMEYERS
94467	FT	Final College Transcript	Belmont College	☐		08/02/2016	08/02/2016			JDERRICO
76822	HS	Final High School Transcript	Martins Ferry HS	☐		09/01/2013	08/19/2016			JDERRICO

In the screenshot below, the student does not have an active hold. This student's hold is future-dated and will go into effect on the "to" date listed. This usually applies to an anticipated transcript or if a student is on a "bounce back" payment plan:

Hold Sequence	Hold Type *	Hold Type Description	Reason	Release Indicator	Amount	From *	To *	Origination Code	Origination Code Description	Created User
122362	FH	Financial Hold	202302-Bounce Back	☐		05/01/2024	12/31/2099			KHYDE
122956	FT	Final College Transcript	Norco College	☐		01/22/2024	12/31/2099			TBECKER
122957	FT	Final College Transcript	University of Oregon	☐		01/21/2024	12/31/2099			TBECKER
119856	FT	Final College Transcript	Riverside Community College	☐		03/17/2023	03/17/2023			SSMITH

SOATEST: Test Score Information

This screen provides placement information. There may be a variety of entries on this screen. The first entries to check are "EPC" (English Placement Code) and "MPC" (Math Placement Code). Codes are entered for students when they apply, but they may be changed as additional information is received. Placement codes are determined using multiple measures. Students' placement code may be based on ACT/SAT test scores, high school transcripts/GPA, college transcripts, or using WVNCC's guided self-placement form.

EPC options are:

"0" – indicates ENG 097

"1" – indicates ENG 101 with 101S or ENG 115/115S (supplemental course), or

"2" – indicates stand-alone ENG 101 or ENG 115.

MPC options are:

"A" = Math course with supplement. Math courses that offer supplements include MATH 101, 109, 113, 115, 204, and 205.

"B" = Stand-alone MATH 101, 109, 113, 115, 116, 204 and 205.

"C" = MATH 210 (Intro to Statistics) eligibility

"D" = MATH 108 (College Algebra) or 110 (Pre-Calculus)

MULTIPLE MEASURES/GUIDED SELF-PLACEMENT

WVNCC no longer uses mandatory placement based on test scores. We now use multiple measures to help determine in which beginning level course a student should enroll. In SOATEST, you'll find "**EPC**" (English Placement Code) and "**MPC**" (Math Placement Code) codes (see above guide for details on SOATEST). Measures that are considered include ACT or SAT test scores, high school transcripts and/or college transcripts. Regardless of the code listed, advisors should have a conversation with the student as to whether they agree with the placement as initially coded.

For example, if a student has MPC code "D" meaning they can take MATH 108 or 110, the advisor should review the course description/sample problems with the student to make sure they are comfortable with that course. All students, regardless of code, are encouraged to review our "Guided Self Placement" descriptions and sample assignments.

If, after reviewing the Guided Self Placement description, a student wants to take a higher-level course than their code indicates, the advisor needs to complete a **"Multiple Measures/ Guided Self Placement"** form indicating the student's choice. The student and advisor will both sign the form.

Once the form is signed, the advisor needs to enter updated information on SOATEST.

You'll enter a "Test Code", as listed below. All SSE or SSM TEST CODES must have "3" entered as the "TEST SCORE". You must also enter/update the EPC/MPC Test Code (see corresponding codes below).

SSE 097 = ENG 097 (code "0")

SSE01S = ENG 101 with Supplement (code "1")

SSE101 = ENG 101 (code "2")

SSE15S = ENG 115 with Supplement (code "1")

SSE115 = ENG 115 (code "2")

SSM01S = MATH 101 with Supplement (code "A")

SSM101 = MATH 101 (code "B")

SSM09S = MATH 109 with Supplement (code "A")

SSM109 = MATH 109 (code "B")

SSM 210 = MATH 210 (Code "C")

SSM108 = MATH 108 (Code "D")

SSM110 = MATH 110 (Code "D")

(Math codes continue as listed above; if a course with supplement is chosen, use SSM with the last two digits of the course number and then S. If no supplement is needed, just list SSM and the three-digit course number).

*NOTE – if WVNCC has not received any type of placement information, a code of "O" and "A" are entered. This does NOT mean the student is required to take ENG 097 and a math course with supplement. It just means we need to review the information and have the discussion as to which course is best.

*NOTE - there may be multiple line items for different types of placement information the college has received but only one "EPC" and/or "MPC" line. This means that regardless of the different types of information received, the code listed is correct and current.

It is important to change the date when entering any information so all advisors/staff viewing SOATEST can know the information is current for that student.

ROASTAT: Application Status

This screen shows financial aid eligibility status, and any limits on hours from the Financial Aid Office (limit on hour for academic probation found on a different screen). Be sure to enter the correct academic year (e.g. 2324 will give information for the 2023-24 year) and the student ID number, and then "Go". You'll see the following screen – note we usually click on "Eligibility Status" for the information needed:

On the "Eligibility Status" tab, you will see codes including "R" (Reviewed), "F" (First-time student; no review available/needed), "X" (Not Reviewed). If a student has a limit on hours, there will be a number in the box under "New". Student in the screenshot below does not have a limit on hours:

RPAAWRD: Award Maintenance
This is where you can see the amount and type(s) of financial aid a student can receive.

RRAAREQ: Applicant Requirements
This screen shows all required documents needed to complete a student's financial aid file. All documents must be received/processed for a student to be held in classes (avoid being de-enrolled). NOTE – when entering the academic year (e.g. 2324 for 2023-24 year) and student's ID number, you may see a message stating "query mode only". Disregard, just click "Enter" and you should move forward to the RRAAREQ information.

In the screenshot below, you can see the student has satisfied all requirements

S	Satisfied
Y	Yes in the highlighted columns

Other important codes you may see:

"P" = Pending – document received, still being processed

"E" = Expected – document is missing and still needed

"I" = Incomplete – missing documents or submitted document was incomplete

SAAADMS: Admissions Application
Admissions Information is available here; however, there is usually more detailed information on SGASTDN and most advisors use it more. SAAADMS may be a good back-up screen to check if you can't find information on SGASTDN.

SFAREGF: Student Course/Fee Assessment Query

This screen shows course registration activity for a particular semester. There will be a registration code for each course. Common codes are:

RW	Web registered - student registered in their portal
RE	Registered - staff/administrator registered the student in the course
DW	Web Dropped - student withdrew in their portal, grade of 'W'
DD	Drop/Delete - administratively withdrawn from course; no record on transcript
AW	Administrative Withdrawal *or* Attendance Withdrawal - faculty processed a with-drawal; grade of "W" on transcript
WC	Withdraw Course - staff member processed withdrawal; grade of 'W' on transcript
DN	Drop No Charge - occurs during the first week of the term only
DP	Drop Prior - staff processes withdrawal prior to the start of term
CC	Course Canceled - usually due to low enrollment

SFAREGS: Student Course Registration

This screen is where advisors can register students administratively.

Full-time, staff advisors and administrators have this capability. Staff enter the CRN of the identified courses and the "RE" code will appear to indicate "Registered".

SFARSTS: Course Registration Status Form

This screen shows the dates that certain registration codes can be used.

For example, the last day to drop a course, based on the part of term it runs will be indicated. It also includes the last day to register/add a course.

In the screenshot below, enter the appropriate term code and the select the appropriate "part of term" code (click the three dots to see the code options).

In the screenshot below, several dates are listed. Last date for "AW" and for the student to withdraw are highlighted as examples. Be sure to check the "End Date":

SFASRPO: Student Registration Permit-Override

This screen is for entering overrides. Overrides can be entered if faculty approval is given. Approval must come from the instructor of the course. Always make a note in SPACMNT regarding approval received (via phone or email etc.). In the screenshot below, note that the override is highlighted near the top of the page. When entering the override, click the three dots (circled) to select the type of override. Then enter the CRN and "Save" at the bottom of the page. Also note, at the very bottom of the screen, you can see which advisor entered the override, in case you have follow up questions.

SFASTCA: Student Course Registration Audit

This screen is an audit of the student's registration history for a specific term. It shows every key stroke for that student's registration (all errors etc.). You can filter information to determine activity for a specific course. In the screenshot below, note the "Filter" button on the right-hand side. Also note, the "RE" code indicates that the advisor administratively registered this student. Finally, note HS 100 has multiple entries, with two different CRNs. There is an "Open Reserved for Wait List" note on the first entry. This tells you that the section was full, so the student added a different section.

SGAADVR: Multiple Advisors
This screen shows the faculty advisor assigned.

The name listed should be the Program Director. The students can see this in their student portal on the main page, under "Academic Profile". It is also listed in NOW.

SHATERM: Term Sequence Course History

This screen shows academic standing (good standing, probation status), GPA and hours attempted/earned.

This is one of the screens that may say "query only mode". Just click "enter" to move beyond that message and see the information. Note – after you enter the student ID number, you must also enter "Course Level Code". Click the three dots to select "01 – Undergraduate level", and then "Go".

SOAHSCH: High School Information
This screen shows high school information, and whether we have received the final high school transcript.

Sometimes students submit a transcript prior to graduation. If we receive a transcript before graduation, it will be noted as "Suppl" (supplemental) 0002.

If a student completed high school within the last five years, a high school transcript is required. If a student is applying to a selective admission program, they are required to submit a final high school transcript regardless of when they graduated. Sometimes, Financial Aid will require a high school transcript for certain types of aid.

SOAPCOL: PriorCollege
This screen shows prior college information, including transcript(s) received (see screenshot below):

NOTE – the red circled area indicates there is a second transcript required. Click the arrow to see the second screen to determine if the transcript has been received, is official etc.

SPACMNT: Person Comment
This screen is for "Comments".

Enter notes about permissions/overrides etc. here. Check this screen for status of course waiver/ substitution requests. There may be multiple screens (see screenshot below, highlighted "1 of 5").

If you enter a new note/comment, be sure to click "Insert" to get a blank space to add your information.

TSAAREV: Account Printer Selection

Payment screen, account history/information is found here.

After entering "TSAAREV", you'll see the screen below. It's blank, but just click the "x" in the upper left corner to move forward:
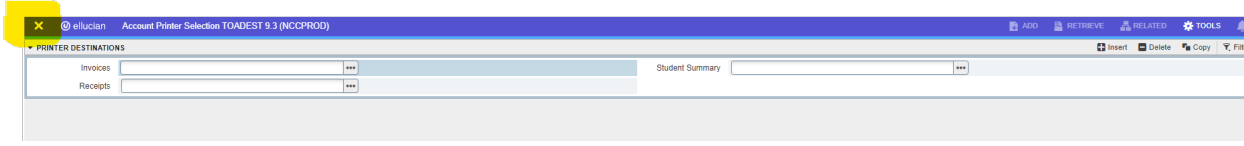
IF a student has a hold, a red box will say you can't go any further. However, just enter "OVR" in the "Holds" box and it will let you move forward.
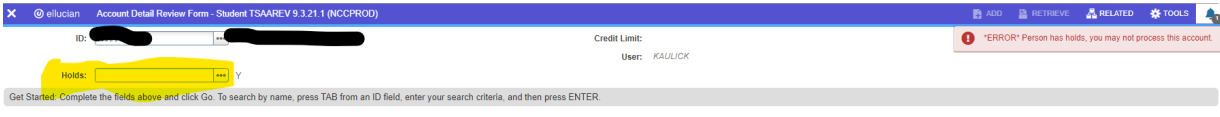
NOTES for TSAAREV:

1. The screen automatically displays up to ten entries/line items, but you can expand by click the arrow beside "per page" (highlighted below) and selecting up to 50 line items per page.

2. You can filter by semester to see charges/payment/disbursements for a specific semester (click "filter" on the right-hand side of the page, highlighted below).

3. Near the bottom, you can see "Query Balance" if the student still owes anything. You can also see "Authorized Aid" if the student has aid that will be applied to the balance.

4. Note the columns for "Charge" and "Payment" as well as the "Date Effective" to determine student charges and payments.

5. In the "Detail Code" column (far left), anything that starts with "RF" indicates an amount refunded to the student.

SSASECT: Schedule
This screen shows course information for a specific section.

Screenshot below highlights information on the initial screen. Note that you can view additional tabs with other details (Section Enrollment Information and Meeting Time and Instructor tabs highlighted).

SFASLST: Class Roster
This screen lists the students registered in a particular section of a course. Note the registration codes of **RE** – student was administratively registered, **RW** – student registered themselves and **WL** – students on the wait list

SUAMAIL: Student Mail
Here, you can see when a student's acceptance letter was sent.

This letter contains their student email and ID number, which will enable them to log into the student portal.

GOATPAC: Third Party Access

If a student cannot access their portal, or if they can get into the portal but not into NOW, you can reset/refresh information on GOATPAC that often corrects the problem.

NOTE – sometimes students see a screen asking for a User ID/Login/PIN information. This is an error. There is nothing the student can enter that will work. GOATPAC needs to be reset to correct the problem.

The screenshot below is an example of a student who will NOT be able to get into NOW because no information is included on GOATPAC. The highlighted boxes need to be completed. The "PIN Disabled" box should never be checked, but the "Web Terms Accepted" box should always be checked. Advisors need to enter a date in the future for the PIN Expiration date. Typically, we enter a date approximately two years into the future. Also, you can "Reset PIN". Be sure to click "SAVE" at the bottom of the screen.
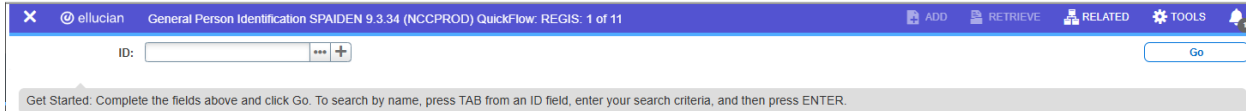
The screenshot below shows an updated version of GOATPAC which should allow the student to access NOW:

REGIS:

This screen takes you through a series of some of the most common screens to gather information before the advising appointment.

If you look at the middle of the screen, you will notice that it says "SPAIDEN.....REGIS: 1-11" indicating that the current screen is SPAIDEN and it's screen 1 of 11 in the REGIS list. The other screens are (in order): SPAIDEN, SAADMS, SOAHOLD, SOATEST, SOAPCOL, SHATERM, SGASTDN, RRAAREQ, ROASTAT, SGAADVR, SOAAPPT

ADVISING

CAREER

TRANSFER